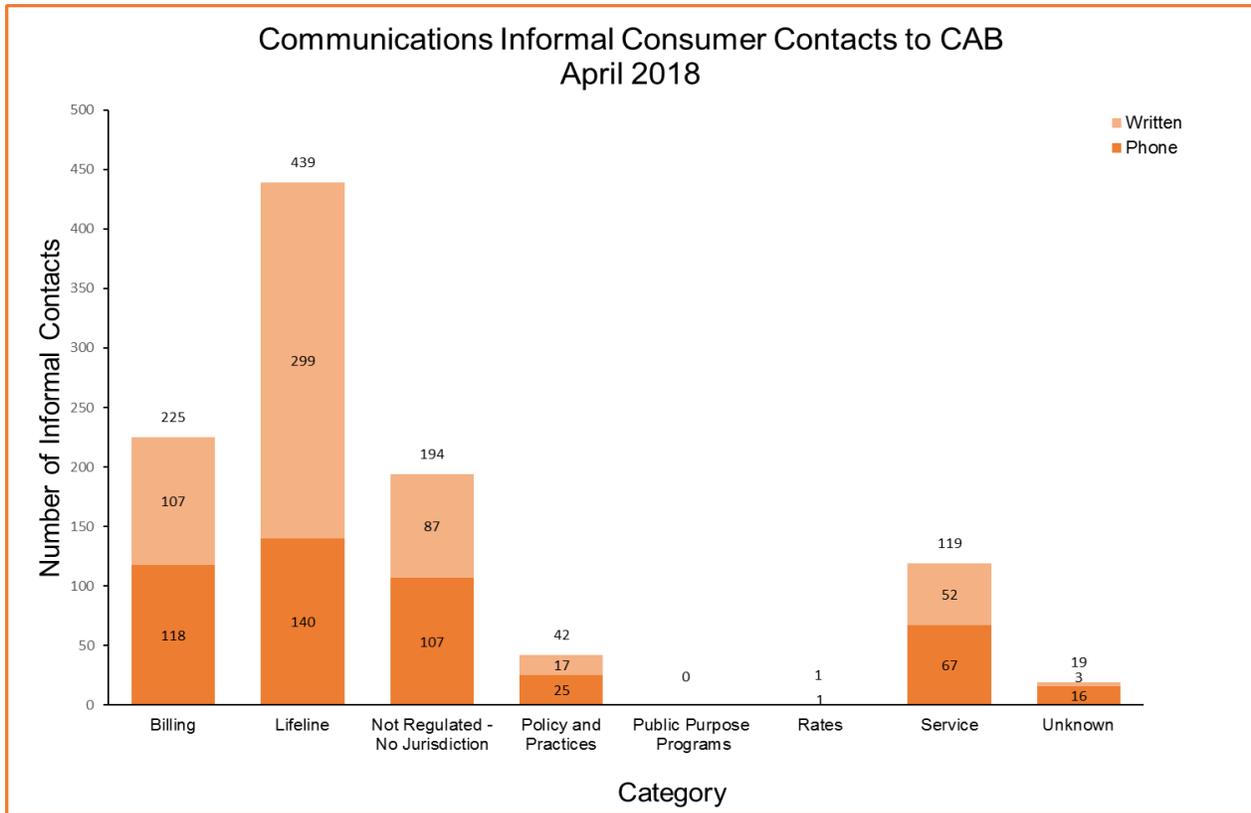


**Communications Industry  
 Informal Consumer Contacts  
 April 2018**



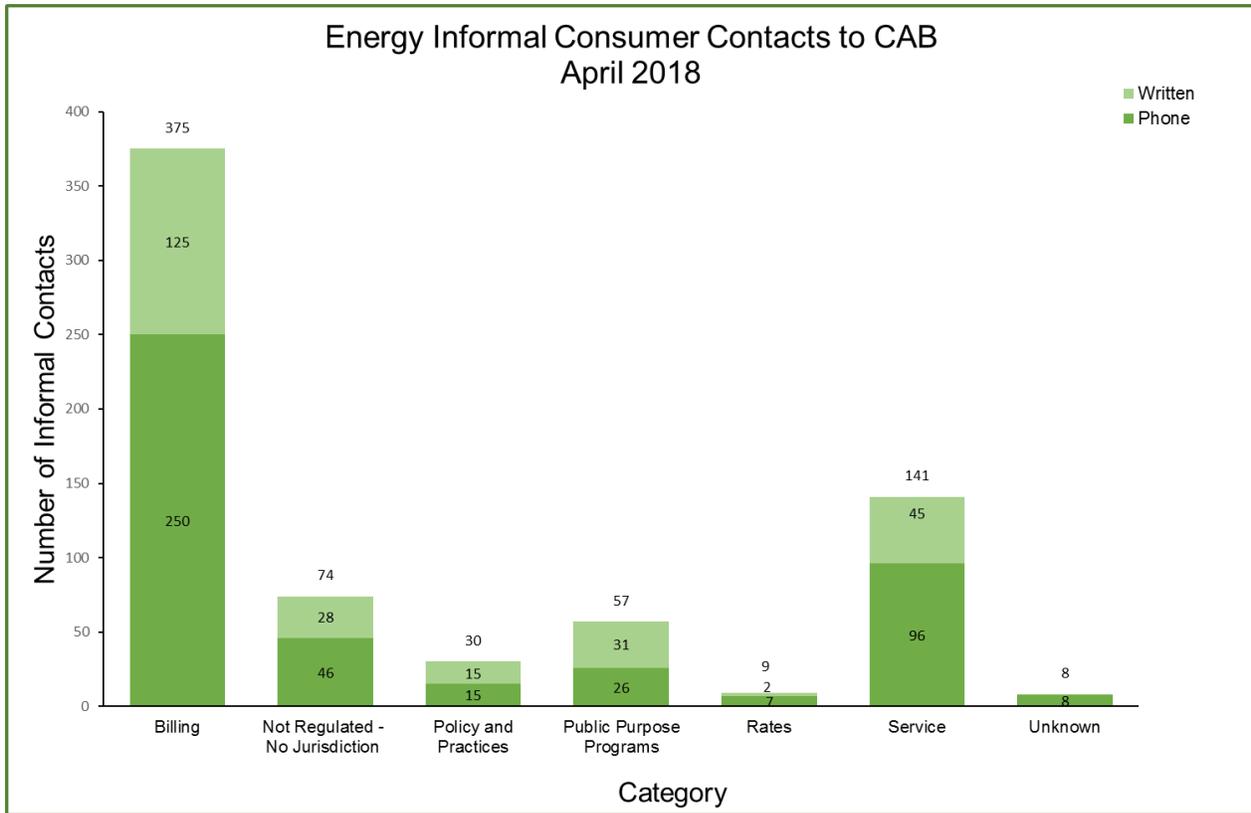
Communications Informal Consumer Contacts to CAB April 2018

Category <sup>1</sup>	Phone	Written	Total	% of Total
<b>Billing</b>	118	107	225	22%
<b>Lifeline</b>	140	299	439	42%
<b>Not Regulated - No Jurisdiction</b>	107	87	194	19%
<b>Policy and Practices</b>	25	17	42	4%
<b>Public Purpose Programs</b>	0	0	0	0%
<b>Rates</b>	1	0	1	0.1%
<b>Service</b>	67	52	119	11%
<b>Unknown</b>	16	3	19	2%
<b>Grand Total</b>	<b>474</b>	<b>565</b>	<b>1039</b>	<b>100%</b>

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

<sup>1</sup> Categories Definitions can be found [here](#).

**Energy Industry  
 Informal Consumer Contacts  
 April 2018**



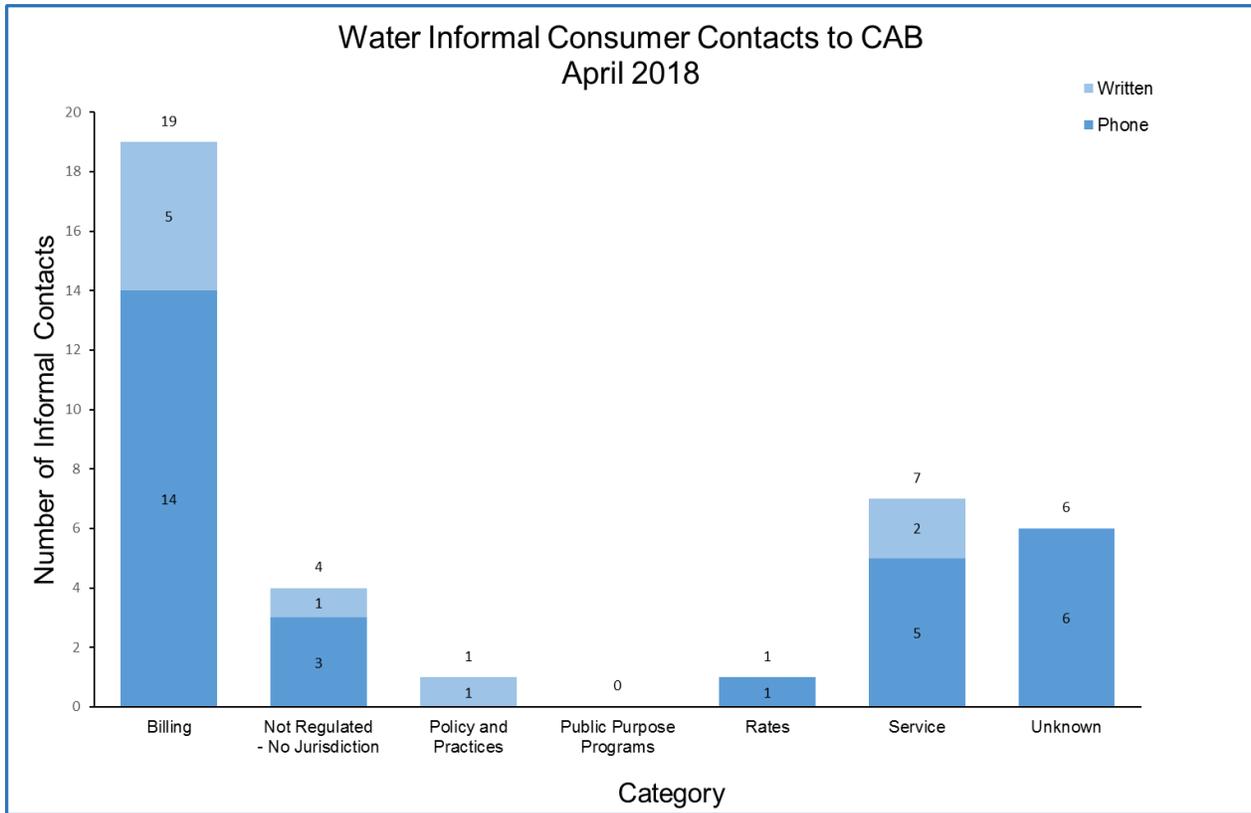
Energy Informal Consumer Contacts to CAB April 2018

Category <sup>1</sup>	Phone	Written	Total	% of Total
<b>Billing</b>	250	125	375	54%
<b>Not Regulated - No Jurisdiction</b>	46	28	74	11%
<b>Policy and Practices</b>	15	15	30	4%
<b>Public Purpose Programs</b>	26	31	57	8%
<b>Rates</b>	7	2	9	1%
<b>Service</b>	96	45	141	20%
<b>Unknown</b>	8	0	8	1%
<b>Grand Total</b>	448	246	694	100%

- [Table 1](#) reports the total number of Energy Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Energy Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

<sup>1</sup> Categories Definitions can be found [here](#).

**Water Industry  
 Informal Consumer Contacts  
 April 2018**



Water Informal Consumer Contacts to CAB April 2018

Category <sup>1</sup>	Phone	Written	Total	% Total
<b>Billing</b>	14	5	19	50%
<b>Not Regulated - No Jurisdiction</b>	3	1	4	11%
<b>Policy and Practices</b>	0	1	1	3%
<b>Public Purpose Programs</b>	0	0	0	0%
<b>Rates</b>	1	0	1	3%
<b>Service</b>	5	2	7	18%
<b>Unknown</b>	6	0	6	16%
<b>Grand Total</b>	29	9	38	100%

- [Table 1](#) reports the total number of Water Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Water Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

<sup>1</sup> Categories Definitions can be found [here](#).